

**BY ORDER OF THE COMMANDER
GRAND FORKS AIR FORCE BASE**



AIR FORCE INSTRUCTION 36-3002

**GRAND FORKS AIR FORCE BASE
Supplement**

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Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 36-3002, 22 February 2010, is supplemented as follows: This instruction implements Air Force Policy Directive (AFPD) 36-30. It describes procedures for the Casualty Services Program for all organizations on Grand Forks Air Force Base. This instruction sets up procedures and responsibilities for casualty reporting, notification, and assistance to the next of kin (NOK) of Air Force casualties. A casualty is defined as any member of the armed forces, their dependents, and certain civilians who are lost to their units by reason of having been declared dead, wounded, injured, deceased, interned, detained, captured, or missing. It applies to all personnel assigned to Grand Forks Air Force Base (GFAFB). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located in the Air Force Records Information Management System (AFRIMS). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional chain of command.

SUMMARY OF CHANGES

This document has been substantially revised and must be completely reviewed. Major changes include: This revision updates format, corrects and adds members. It also updates references, titles, and office symbols. It deletes the provision that only active duty members are in compliance with this publication.

1.7.1. **The Casualty Assistance Representative (CAR) (319 FSS/FSFR).** The CAR is the base Office of Primary Responsibility (OPR) for initiating and coordinating all casualty reporting, notification, and assistance actions as outlined in AFI 36-3002. The CAR monitors the casualty program on GFAFB to ensure all casualty reporting, notification and assistance is done accurately and expeditiously. The CAR is responsible for training all squadron commanders as notification officers and contacts these officers if needed for notification purposes. The CAR provides the Command Post a list of casualty standby personnel for casualties occurring after duty hours (including weekends and holidays). In the event of multiple casualties the FSS Commander will recall the Casualty Augmentation Support Team (CAST). Casualty assistance (gratuity check, benefits and entitlements briefing and application procedures for benefits, etc.) will be provided by the CAR at the NOK's convenience, preferably within 24 hours of the death. The assistance briefing will take place at a location convenient for the NOK. The CAR will also advise the on-scene commander on "conclusive evidence of death," if required.

1.7.2.1. **Installation Command Post.** Functions as the main point of contact for receiving casualty information during non-duty hours and can be reached at (701) 747-6711.

1.7.2.1.1. (Added) Notifies the CAR at (701) 747-4893 upon receipt of notification of an active-duty member's death. After normal duty hours (0730 - 1630) contacts the casualty assistance stand-by representative by cell-phone or home phone.

1.7.2.1.2. (Added) In the event of a multiple casualty situation, Command Post personnel will act as the primary POC for the on-scene commander and will relate all pertinent information to the CAR for reporting purposes.

1.7.2.2. **Unit Commanders.** Grand Forks AFB can be tasked at any time to make notification to *any* Air Force member's NOK who reside in our local area. It is the 319 ARW/CC policy that unit commanders be the Air Force representative assisted by a Chaplain and medical personnel to effect notification. As the key member of any notification team, a unit commander in the grade of major or above (and senior in rank to the casualty), personally notifies the NOK. Any commander tasked to perform this detail must be prepared to report immediately, in service dress uniform, to the Airmen & Family Readiness Center (A&FRC) for further instructions. The notification team will receive a pre-notification briefing and will be de-briefed upon return to the A&FRC after notification is made. Commanders may also serve as notification officers, as determined by the CAR to effect notification of the NOK of AF members not assigned to GFAFB. All commanders will be familiar with procedures for personal notification set forth in AFI 36-3002

1.7.2.2.1. (Added) Ensures field grade officers in unit are identified and available at all times to perform NOK notification duties when the commander is not available.

1.7.2.2.2. (Added) Does not answer questions from the NOK regarding survivor benefits, entitlements, etc. Refers all such questions to the CAR.

1.7.2.2.3. (Added) Advises CAR of:

1.7.2.2.3.1. (Added) Derogatory information concerning active duty casualties.

1.7.2.2.3.2. **(Added)** If deceased member will be or recommended to be posthumously promoted (Note: Individual must have been officially recommended/already selected for promotion)

1.7.2.2.3.3. **(Added)** If a posthumous decoration will be recommended for the deceased member.

1.7.2.2.3.4. **(Added)** Death of a dependent (Spouse and children).

1.7.2.2.4. **(Added)** Submits circumstance letters for NOK to the Casualty Assistance Section for review within 48 hours after the casualty.

1.7.2.2.5. **(Added)** Submit condolence letters for NOK to the Casualty Assistance Section for review within 48 hours after the casualty.

1.7.2.2.6. **(Added)** Notifies NOK and keeps them informed of a VSI or SI member's medical status.

1.7.2.2.7. **(Added)** Provides a unit escort to make all necessary arrangements for NOK when an Emergency Family Member Travel Program Order request is approved for a VSI or SI member by the Military Treatment Facility Commander.

1.7.2.3. **Security Forces.** Notifies the CAR upon receipt of notification of an active-duty member's death. After normal duty hours (0730 - 1630), contacts the wing command post who will then notify the Casualty stand-by representative.

1.7.2.3.1. **(Added)** Assists in securing facts and circumstances and gathering investigative data concerning casualties and provides the information to the CAR upon request for use in the initial death notification to HQ AFPC.

1.7.2.3.2. **(Added)** Provides CAR with a copy of DD Form 1569, Incident/Complaint Report or AF Form 1315, Accident Report, on all on-base deaths.

1.7.2.3.3. **(Added)** Provides CAR with a copy of the civilian accident report, civilian law enforcement agency report, coroner's or medical examiner's report or results of coroner's or summary court inquest.

1.7.2.4. **Medical Treatment Facility (MTF):** Notifies CAR immediately upon death of an active duty member who was pronounced dead at the base hospital regardless of the time of day. Notifies CAR immediately of an Air Force retiree who was pronounced dead at the base hospital during normal duty hours, if after normal duty hours, notify CAR the following duty day.

1.7.2.4.1. **(Added)** The 319th Medical Group will provide information requested IAW AFI 36-3002 regarding an active duty death, VSI or SI to the CAR upon request. The 319th Medical Group will act as the primary base agency in ascertaining the medical status/progress of any casualty being treated in a civilian medical facility or any member who is pronounced dead at a civilian hospital. The Patient Affairs Section will serve as the point-of-contact and will provide all requested information to the CAR.

1.7.2.4.2. **(Added)** When asked to assist with notification of NOK, the 319th Medical Group Commander designates a medical officer to report to the Airmen & Family Readiness Center, in uniform of the day, within 30 minutes of notification for consultation prior to the notification team's dispatch to the NOK's location.

1.7.2.4.3. **(Added)** Attending physician initiates Emergency Family Member Travel Program order requests for PNOK (when appropriate) and obtains approval of the 319th Medical Group Commander and a completed AF Fm 570, Notification of Patient's Medical Status (each family member (limit of three) approved for travel, must be listed on the AF Fm 570) signed by the 319th Medical Group Commander. Once initiated, the Emergency Family Member Travel Program request must be coordinated with the CAR who will fax the AF Fm 570 to HQ AFPC and contact HQ AFPC for assistance with travel arrangements for the NOK.

1.7.2.4.4. **(Added)** All authorized family members can travel for a period of up to 30 days. Authority for travel beyond the initial 30 days, but not more than 60 days, must be approved by AFPC/DPF. Requests for an exception to policy beyond 60 days must be approved by AFPC/CC. When it appears the family's presence will be requested at bedside beyond the initial 30 days or previously approved 60 days, the attending physician and 319th Medical Group Commander will notify the CAR in sufficient time to allow the CAR to request an extension early enough to ensure the family's travel authority is not interrupted or jeopardized.

1.7.2.4.5. **(Added)** Notifies CAR and provides all relevant medical information for the initial casualty report when an active duty member is hospitalized and determined by medical authority to be SI or VSI or when medical authorities deem death is imminent.

1.7.2.4.6. **(Added)** Provides CAR with all relevant medical information to facilitate a 24 hour medical progress report after the initial casualty report.

1.7.2.4.7. **(Added)** Provides CAR with all relevant medical information to facilitate a medical progress report every four days, or sooner if member's condition changes, until member is no longer classified as SI or VSI.

1.7.2.4.8. **(Added)** Provides CAR with all relevant medical information to facilitate a weekly status report until medical evaluation board (MEB) or physical evaluation board (PEB) initiation is determined. If MEB/PEB action is pending, provides CAR with all relative medical information to facilitate a weekly status report until member returns to duty, retires or separates.

1.7.2.4.9. **(Added)** MTF Provides CAR with all relevant medical information to facilitate a weekly casualty report on VSI/SI personnel, which includes any Air Force member currently being treated for one of the conditions below:

- Loss of Limb
- Loss of Sight
- Paralysis
- Severe Disfigurement
- Severe Burns
- Severe Injury or Illness
- A case where the members' illness/injury may result in a disability separation/retirement.

Medical information will continue to be reported to the CAR on a weekly basis until such time the member is retired, separated or returned to duty.

1.7.2.4.10. **(Added)** Wounded in Action (WIA) Tracking. Provides CAR with all relevant medical information to facilitate weekly casualty reporting on personnel WIA who have been removed from a VSI/SI status and have not returned to duty or are pending MEB or PEB action. Information will be provided to CAR on a weekly basis until such time the member is retired, separated or returned to duty.

1.7.2.5. **Wing Chaplain.** Maintains an up-to-date list of chaplains available for NOK notification.

1.7.2.5.1. **(Added)** When called to assist in casualty notification to NOK, reports to the Airmen & Family Readiness Center in service dress uniform within 30 minutes of notification for consultation prior to notification of NOK.

1.7.2.5.2. **(Added)** A chaplain (of the same faith as that of the casualty, whenever possible) will be appointed when requested by the CAR. The appointed chaplain will accompany the notification officer on the notification visit for the purpose of spiritual administration and consolation.

1.7.2.6. **Mortuary Affairs Office.** Provides the CAR with requested information regarding active duty casualties and dependent casualties of active duty members. Mortuary assistance (burial assistance/benefits, etc.) will be provided by 319th Force Support Squadron. The CAR and Mortuary Assistance personnel will coordinate with each other prior to meeting with the NOK.

1.7.2.7. **Civilian Personnel Flight.** Provides the CAR with requested information regarding DoD civilian and AF contractors working under the auspices of the US Government who become a casualty as the result of hostile action or terrorist activity or who becomes a casualty while serving in a Combat Zone or Qualified Hazardous Duty Area.

1.7.2.7.1. **(Added)** When notified of any DoD civilian employee death, provides CAR with a completed Civilian Death Report Worksheet on the deceased employee. This worksheet will be used by the CAR to report all civilian employee deaths to HQ AFPC.

1.7.2.7.2. **(Added)** Once HQ AFPC releases a new reporting tool, the CPF will report all civilian employee deaths directly to HQ AFPC.

1.7.2.8. **Airman and Family Readiness Center.** Provides the CAR with requested information regarding active duty casualties. If requested, provides appropriate counseling and possible financial assistance via the Air Force Aid Society to NOK of deceased active duty and retired personnel.

1.7.2.9. **Transportation Officer.** Provides a staff car or SUV and driver (if required) for all casualty notifications and casualty assistance visits (either active duty or retired).

1.7.2.9.1. **(Added)** Waives all normal permissive operating distance policies for casualty services.

1.7.2.9.2. **(Added)** Waives requirement to wash/clean vehicle used for Casualty Services upon return to motor pool.

1.7.2.10. **Base Telecommunications Center/Telephone Operator.** Assists wing command post personnel in locating MPF casualty assistance stand-by personnel by duty/home or cell-phone at Command Post's request.

1.7.2.10.1. **(Added)** Refers all calls concerning casualty assistance matters to the CAR at (701) 747-4588/4893.

1.7.2.10.2. **(Added)** Refers all inquiries for release of casualty information from the media or public sources to the Base Public Affairs Office at (701) 747-5017.

1.7.2.11. **Public Affairs Office.** Releases casualty information to the media or general public not earlier than **24 hours AFTER** the NOK has been notified and notification has been verified by the Casualty Assistance Representative. Casualty information on active duty ill/injured personnel may not be released without the consent of the individual. All base personnel and agencies will refer inquiries from the general public and news media regarding a death (either active duty or family member) to the Base Public Affairs Office at (701) 747-5023.

1.7.2.11.1. **(Added)** A Public Affairs Officer will accompany the casualty notification team when there are indications of high-level media interest and presence of the media is likely.

1.7.2.11.2. **(Added)** If requested, a Public Affairs Officer will be made available to the NOK if they have any media-related questions or concerns.

1.7.2.12. **Readiness and Emergency Management Flight.** Notifies the CAR at (701) 747-4588/4893 during normal duty hours when notified of active-duty casualties as a result of base disasters, accidents, etc. Notifies the command post during non-duty hours.

1.7.2.13. **American Red Cross.** Will provide assistance to family members, including secondary next of kin in their basic emergency needs. They can be contacted at (701) 747-3855, bldg 207 or the local chapter, the Red River Valley ARC, may be contacted at 1708 Red River NW, E. Grand Forks, MN 56721, (218) 773-9565.

1.7.2.14. **(Added) Accounting and Finance Office.** Upon notification of an active-duty member's death, takes immediate action to have death gratuity check available for the CAR to present to the NOK within 24 hours of the death

1.7.2.14.1. **(Added)** Takes appropriate action to settle Arrears of Pay as soon as possible after a death.

1.7.2.14.2. **(Added)** Upon notification of an Air Force retiree death, updates the retiree's death and provides the CAR with all pertinent retired pay information.

1.7.2.15. **(Added) Legal Office.** Upon request, provides the CAR with local laws governing brain death or other matters as the circumstances require.

1.7.3. The following situations are addressed as follows:

1.7.3.1. **Casualty Reporting.** A casualty is defined as any person declared dead, duty status--whereabouts unknown (DUSTWUN), missing, or severely injured or severely ill. Any person or organization having knowledge of an active-duty death occurring on or near Grand Forks AFB, whether or not assigned to the base, must report the death to the CAR as soon as possible at ext 747-4893/4588 if during duty hours (0730-1630). Report the death to the wing command post at ext 747-6711 if death occurs during non-duty hours.

1.7.3.2. Notification of Next-of-Kin (NOK). When an active duty member dies, personal notification of the Primary NOK (PNOK) is required to take place. If the PNOK resides in the local area, the CAR will assemble a notification team to affect notification. The team will normally consist of the unit commander, a chaplain, and a medical officer. If the PNOK does not reside in the local area HQ AFPC will be asked to assist in notification

1.7.3.3. Casualty Assistance to NOK. Formal casualty assistance (presentation of gratuity check, briefing and application procedures for benefits, etc.) will be provided by the CAR at the NOK's convenience, preferably within 24 hours of death. Assistance briefing will take place at a time and location convenient for the NOK. Commanders and first sergeants are encouraged to assist NOK when possible; however, they must not discuss benefits or entitlements, or commit the Air Force to any agreements.

1.7.3.4. NOK Requests/Requests from Government Agencies. All requests for information from NOK or other government agencies (Veteran's Administration, Social Security Office, Office of Servicemen's Group Life Insurance, etc.) will be forwarded to the CAR who will document requests in the appropriate case file and respond to facilitate receipt of benefits.

1.7.3.5. Inquiries from the General Public and News Media. All base personnel and agencies will refer inquiries from the general public and news media regarding a death (either active duty or dependent) to the Base Public Affairs Office.

1.7.3.6. Casualties Assigned or Attached/On or Off-Base/On or Off-Duty. When information is received regarding an on or off base casualty whether on or off duty, immediately contact the CAR at 747-4893/4588 if information is received during normal duty hours (0730-1630), Monday through Friday. Contact the wing command post at ext 747-6711 if information is received during non-duty hours.

1.7.3.7. Appointment of CAR standby. The primary CAR and or assistant CAR(s) will share on-call duties. If no assistant CAR(s) share standby duties, the primary CAR will be compensated for standby hours according to local policy.

1.7.3.8. Reaching the 319 FSS casualty standby representative during off-duty hours. Personnel who need to contact the casualty standby representative during off-duty hours should call the wing command post at 747-6711 for assistance.

1.7.3.9. Procedures for obtaining information from MTF and civilian hospitals during on-duty and off-duty hours. The MTF Patient Affairs section will provide information to the CAR from the MTF and or obtain and provide information from civilian hospitals on personnel classified as deceased, VSI, SI, NSI or when responding to situations involving multiple casualties.

1.7.3.10. (Added) Procedures for ensuring all newly accessed and assigned personnel have current vRED on file. MPF/FSMPS will ensure (via vMPF) that all personnel have in-processing have a current vRED on file prior to accepting in-processing checklist.

2.1. To ensure accurate and timely notification actions are made to HQ AFPC and to the surviving Next-of-Kin (NOK), any person or organization with knowledge of the death must immediately provide the CAR with all requested information pertaining to the events surrounding the death.

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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFMAN 33-363, *Management of Records*, 01 March 2008

AFI 36-3002, *Casualty Services*, 22 February 2010

Prescribed and Adopted Forms

Prescribed Forms: There are no forms prescribed by this publication.

Adopted Forms: AF Form 847, *Recommendation for Change of Publication*.

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